

# Health Standards Compliance

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## Mission

To ensure that health services providers and establishments comply with health and safety regulations, providing safe, clean, and healthy services for Hoosiers.

## Summary of Activities

Health standards compliance activities are overseen by the **Indiana State Department of Health (ISDH)**, by way of the Health Care Regulatory Services Commission. This commission is comprised of five divisions. The Acute Care and Long Term Care divisions are responsible for the licensure and certification of 5,626 acute care, 587 long-term care, and 530 group home providers. These divisions provide directories, pamphlets, profiles, reports, and other reference information relating to acute care and long-term care issues such as nursing homes, hospitals, hospices, home health agencies, and blood centers. They also evaluate complaints regarding hospitals, nursing homes, home health care providers, or hospice care providers, conducting investigations when necessary.

The Food Protection division is charged with ensuring the safety and sanitation of food, the accurate representation of regulated products, and the compliance of food and food products with state laws and regulations. This division works with the retail and wholesale food industry to ensure that food provided to the consumer is safe and does not become a vehicle in a disease outbreak or in the transmission of communicable disease.



The Indoor and Radiological Health division regulates all sources of radiation in Indiana, providing guidance and assistance regarding radiation and indoor air quality. Technical assistance is provided on radiological emergency response, proper use of radioactive materials, and X-ray and radon machine training and compliance.

The Weights and Measures division regulates commercial weighting and measuring instruments, ensuring the accuracy of weights and measures in the distribution and sale of necessities such as food and fuel.

## External Factors

A number of significant external factors affect health standards compliance:

- As Indiana shifts dollars from institutional care providers to the provision of care in the community, the number of licensed and unlicensed community care providers has increased.
- Acute or long-term care providers are faced with decreased reimbursement rates and labor shortages, which places financial constraints on these care facilities.



## Evaluation and Accomplishments

The ISDH Acute Care division has experienced an increase in the number of surveys and complaint investigations since 2000. In the past 12 months ISDH has investigated 730 complaints involving acute care providers and suppliers. These investigations have been focusing on patient outcomes and enforcement criteria that can include both fines and the denial or suspension of licenses. In addition, the Acute Care division implemented the Critical Access Hospital (CAH) application process and there are currently 18 critical access hospitals.

The Long Term Care division administers the federal Centers for Medicare and Medicaid Services (CMS) enforcement system, which includes the imposition of civil monetary penalties, denial of payment for new admissions, directed in-service, and directed plan of corrections. The division's complaint intake and survey system include's a toll-free telephone number, professional intake staff and survey staff, formalized complaint handling protocols, and provides notification to the person who filed the complaint.

The ISDH has also instituted a process whereby acute care providers can informally dispute survey findings and are instituting a process to use an outside vendor to review disputed long term care survey findings.

## Plans for the Biennium

ISDH will expand the consumer information available at the ISDH website, [www.state.in.us/isdh](http://www.state.in.us/isdh). Information now available on the web site includes data regarding inpatient and outpatient providers, food protection, sanitary engineering, and weights and measures. ISDH will also strive for compliance with CMS performance standards for both the Acute and Long Term Care Divisions.



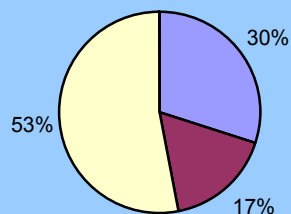
# Indiana State Department of Health

*Program: 0380*

	Actual FY 2001	Actual FY 2002	Estimate FY 2003	Appropriation FY 2004	Appropriation FY 2005
(All Funds)	\$13,587,877	\$13,562,784	\$16,621,825	\$14,782,644	\$14,782,644

**Sources of Funds  
FY 2004 (Approp)**

General Dedicated Federal Other



**Uses of Funds  
FY 2004 (Approp)**

Personal Services Distributions Capital Other

